

Susan E. Cosentino

Ross & Hardies
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(202) 296-8600

May 15, 1996

EXHIBIT ONE

OLD HICKORY, TENN. 37138
APRIL 10, 1996

INTERMEDIA
1806 WILLIAMSON COURT
BRENTWOOD TENN. 37027

SIR:

ON OR ABOUT MARCH 15TH, SUPER STATION WGN WAS REMOVED FROM OUR CABLE SYSTEM. IN ITS PLACE YOU GAVE US ANOTHER "PREACHER" CHANNEL SHOWING RUN-DOWN MOVIES, AND WNAB, THE NEW WARNER BROTHERS AFFILIATE IN NASHVILLE. I UNDERSTAND, THAT UNDER FEDERAL LAW, YOU MUST AIR ALL LOCAL STATIONS. HOWEVER, YOUR DECISION TO DROP WGN WAS A BLOW TO ME AND A LARGE NUMBER OF CUSTOMERS IN THE MT. JULIET AREA.

I HAVE CALLED YOUR CUSTOMER SERVICE NUMBER NUMEROUS TIMES AND VOICED MY COMPLAINTS SINCE YOU, INTERMEDIA, TOOK OVER OUR CABLE SYSTEM. THE QUALITY HAS STEADILY GONE DOWN. PICTURE QUALITY IS NOT GOOD ON A NUMBER OF STATIONS. THE PROGRAMMING CONTENT OF THE CABLE SYSTEM THAT WE PAY YOU FOR IS AT THE LEAST POOR.

IF YOU CAN REMEMBER, SEVERAL MONTHS AGO YOU RAISED THE COST OF OUR CABLE PROGRAMMING ON OUR MONTHLY BILL \$1.37. THE COST WENT UP AND WITH THE REMOVAL OF WGN, THE QUALITY WENT DOWN. THEREFORE, I WILL REFUSE TO PAY THE \$1.37 COST INCREASE ON MY CABLE BILL ANY LONGER. I HOPE OTHER PEOPLE DO THE SAME. IF YOU WANT TO DISCONNECT MY CABLE FOR NOT PAYING THE \$1.37, DO IT. I WILL GIVE ME GOOD CAUSE TO PURCHASE A SATELLITE DISH.

IN CONCLUSION, GLOVES OFF, YOUR CABLE SYSTEM LEAVES A LOT TO BE DESIRED. YOU TOOK HARRY CAREY AND THE CHICAGO CUBS AWAY FROM US AND GAVE US BILL BOWEN AND REVEREND IKE. THE PICTURE ON CHANNEL 5 HAS NEVER BEEN CLEAR AND WHEN IT THUNDERS IN CROSSVILLE, OUR CABLE GOES OUT. COME ON GUYS, SHAPE UP! I KNOW BY LAW YOU HAVE GOT TO AIR THE LOCAL STATIONS WITH TAMMY FAYE BAKER, LOOK-A-LIKES AND MONEY GRUBBING PREACHERS. PLEASE PUT WGN BACK ON. A LOT OF FOLK WOULD APPRECIATE IT. YOU MADE A MISTAKE!!

BEST REGARDS!!

P.S. I AM SENDING YOU A COPY OF MY CHECK AND PAYMENT SLIP--PUTTING MY MONEY WHERE MY MOUTH IS. ALSO, I HAVE SENT A COPY OF THIS LETTER TO THE WILSON COUNTY GOVERNMENT ADDRESS WHICH IS ON OUR CABLE INVOICE.

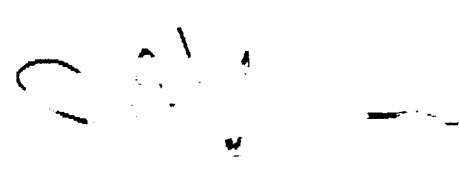
Mt. Juliet, TN 37122
1 May 1996

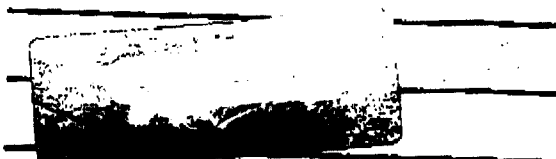
Intermedia
1806 Williamson Court
Brentwood, TN 37027

To Whom It May Concern,

I am a subscriber to your premium cable programs. It has come to my attention that WGN-TV, a Chicago-based channel which carries the Chicago Cubs games, is no longer available in my area. However, I have learned that WGN-TV is still available in Murfreesboro through your company, Intermedia. I have been a faithful follower of WGN-TV and am distressed that it has been pulled in my area while it is still being offered to near neighbors of mine. I do not understand and would appreciate an explanation. WGN-TV is a favorite channel in my house.

Thank you for your attention, and I look forward to your response.





☐ PLEASE PRINT NEW ADDRESS AND CHECK BOX

(145)

I don't understand
why you would take
off WGN and still
raise your rates!

38.38 3304

(145)

To THE MANAGER - 25.45 1907

Old Hickory

☐ PLEASE PRINT

IF WE DO NOT GET

"WGN" BACK SOON, I AM
CANCELING MY CABLE + GETTING
A DISH. I AM VERY DISAPPOINTED.
SADLY,



EXHIBIT TWO

COMMERCIAL LEASED ACCESS RATE CARD

Effective Date: October, 1995		
Location: Anne Arundel		
Home Shopping/Infomercials:		Upon Request
Other Programming:		<u>60 Minute</u>
Prime Time:	4:00 p.m. - 12:00 midnight	\$ 72.00
Non-Prime:	12:00 a.m. - 4:00 p.m.	\$ 24.00
Pay Per View and Per Channel:		Upon Request
Franchise Fees:	Applied to total charges	Calculated at current rate

<u>ADDITIONAL CHARGES</u>		
User Application and Administrative Fee:		\$250.00
Non-standard playback:		minimum 3 hour charge based
- Non-business hours [5:00 p.m. - 9:00 a.m.]		on then-current hourly service
- At all times in locations where the local office is		charge or actual cost if greater
not contiguous with the headend		
Security Deposit: [1 month or longer agreement]		one month maximum fees
Non-Standard Operational Charges: [live feed, etc.]		determined if necessary
Subscriber Notification Expenses:		determined if necessary
Credit verification fee		\$75.00

<u>ADDITIONAL INFORMATION</u>	
• All rates reflect cash payment due one month prior to airing.	
• All payments must be made with bank cashier's check, money order or check,	
with credit approval.	
• Rates are non-commissionable and are net to InterMedia.	
• Additional charges for any direct incremental expenses including overtime cost for	
take insertion or other charges in administration or operation may be applicable.	
• InterMedia reserves the rights to increase leased access rates and other charges with	
30 days notice.	
• Leased Access Space is subject to prior sale.	

COMMERCIAL LEASED ACCESS RATE CARD

Effective Date: October, 1995		
Location: Greenbriar, TN		
Home Shopping/Infomercials:		Upon Request
Other Programming:		<u>60 Minute</u>
Prime Time:	4:00 p.m. - 12:00 midnight	\$ 4.37
Non-Prime:	12:00 a.m. - 4:00 p.m.	\$ 2.18
Pay Per View and Per Channel:		Upon Request
Franchise Fees:	Applied to total charges	Calculated at current rate

<u>ADDITIONAL CHARGES</u>		
User Application and Administrative Fee:		\$250.00
Non-standard playback:		minimum 3 hour charge based
- Non-business hours [5:00 p.m. - 9:00 a.m.]		on then-current hourly service
- At all times in locations where the local office is		charge or actual cost if greater
not contiguous with the headend		
Security Deposit: [1 month or longer agreement]		one month maximum fees
Non-Standard Operational Charges: [live feed, etc.]		determined if necessary
Subscriber Notification Expenses:		determined if necessary
Credit verification fee:		\$75.00

<u>ADDITIONAL INFORMATION</u>	
<ul style="list-style-type: none"> • All rates reflect cash payment due one month prior to airing. • All payments must be made with bank cashier's check, money order or check, with credit approval. • Rates are non-commissionable and are net to InterMedia. • Additional charges for any direct incremental expenses including overtime cost for take insertion or other charges in administration or operation may be applicable. • InterMedia reserves the rights to increase leased access rates and other charges with 30 days notice. • Leased Access Space is subject to prior sale. 	

COMMERCIAL LEASED ACCESS RATE CARD

Effective Date: October, 1995		
Location: Franklin, TN		
Home Shopping/Infomercials:		Upon Request
Other Programming:		<u>60 Minute</u>
Prime Time:	4:00 p.m. - 12:00 midnight	\$ 24.20
Non-Prime:	12:00 a.m. - 4:00 p.m.	\$ 8.00
Pay Per View and Per Channel:		Upon Request
Franchise Fees:	Applied to total charges	Calculated at current rate

<u>ADDITIONAL CHARGES</u>		
User Application and Administrative Fee:		\$250.00
Non-standard playback:		minimum 3 hour charge based
- Non-business hours [5:00 p.m. - 9:00 a.m.]		on then-current hourly service
- At all times in locations where the local office is		charge or actual cost if greater
not contiguous with the headend		
Security Deposit: [1 month or longer agreement]		one month maximum fees
Non-Standard Operational Charges: [live feed, etc.]		determined if necessary
Subscriber Notification Expenses:		determined if necessary
Credit verification fee:		\$75.00

<u>ADDITIONAL INFORMATION</u>	
<ul style="list-style-type: none"> • All rates reflect cash payment due one month prior to airing. • All payments must be made with bank cashier's check, money order or check, with credit approval. • Rates are non-commissionable and are net to InterMedia. • Additional charges for any direct incremental expenses including overtime cost for take insertion or other charges in administration or operation may be applicable. • InterMedia reserves the rights to increase leased access rates and other charges with 30 days notice. • Leased Access Space is subject to prior sale. 	

COMMERCIAL LEASED ACCESS RATE CARD

Effective Date: October, 1995		
Location: Gallatin, TN		
Home Shopping/Infomercials:		Upon Request
Other Programming:		<u>60 Minute</u>
Prime Time:	4:00 p.m. - 12:00 midnight	\$ 10.76
Non-Prime:	12:00 a.m. - 4:00 p.m.	\$ 3.58
Pay Per View and Per Channel:		Upon Request
Franchise Fees: Applied to total charges		Calculated at current rate

<u>ADDITIONAL CHARGES</u>		
User Application and Administrative Fee:		\$250.00
Non-standard playback:		minimum 3 hour charge based
- Non-business hours [5:00 p.m. - 9:00 a.m.]		on then-current hourly service
- At all times in locations where the local office is not contiguous with the headend		charge or actual cost if greater
Security Deposit: [1 month or longer agreement]		one month maximum fees
Non-Standard Operational Charges: [live feed, etc.]		determined if necessary
Subscriber Notification Expenses:		determined if necessary
Credit verification fee:		\$75.00

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<ul style="list-style-type: none"> • All rates reflect cash payment due one month prior to airing. • All payments must be made with bank cashier's check, money order or check, with credit approval. • Rates are non-commissionable and are net to InterMedia. • Additional charges for any direct incremental expenses including overtime cost for take insertion or other charges in administration or operation may be applicable. • InterMedia reserves the rights to increase leased access rates and other charges with 30 days notice. • Leased Access Space is subject to prior sale. 	

COMMERCIAL LEASED ACCESS RATE CARD

Effective Date: October, 1995		
Location: Mt. Juliet, TN		
Home Shopping/Infomercials:		Upon Request
Other Programming:		<u>60 Minute</u>
Prime Time:	4:00 p.m. - 12:00 midnight	\$ 12.72
Non-Prime:	12:00 a.m. - 4:00 p.m.	\$ 4.24
Pay Per View and Per Channel:		Upon Request
Franchise Fees:	Applied to total charges	Calculated at current rate

ADDITIONAL CHARGES

User Application and Administrative Fee:	\$250.00
Non-standard playback:	minimum 3 hour charge based
- Non-business hours [5:00 p.m. - 9:00 a.m.]	on then-current hourly service
- At all times in locations where the local office is	charge or actual cost if greater
not contiguous with the headend	
Security Deposit: [1 month or longer agreement]	one month maximum fees
Non-Standard Operational Charges: [live feed, etc.]	determined if necessary
Subscriber Notification Expenses:	determined if necessary
Credit verification fee:	\$75.00

ADDITIONAL INFORMATION

- All rates reflect cash payment due one month prior to airing.
- All payments must be made with bank cashier's check, money order or check, with credit approval.
- Rates are non-commissionable and are net to InterMedia.
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COMMERCIAL LEASED ACCESS RATE CARD

Effective Date: October, 1995		
Location: Murfreesboro, TN		
Home Shopping/Infomercials:		Upon Request
Other Programming:		<u>60 Minute</u>
Prime Time:	4:00 p.m. - 12:00 midnight	\$ 33.40
Non-Prime:	12:00 a.m. - 4:00 p.m.	\$ 11.13
Pay Per View and Per Channel:		Upon Request
Franchise Fees: Applied to total charges		Calculated at current rate

ADDITIONAL CHARGES

User Application and Administrative Fee:	\$250.00
Non-standard playback:	minimum 3 hour charge based
- Non-business hours [5:00 p.m. - 9:00 a.m.]	on then-current hourly service
- At all times in locations where the local office is not contiguous with the headend	charge or actual cost if greater
Security Deposit: [1 month or longer agreement]	one month maximum fees
Non-Standard Operational Charges: [live feed, etc.]	determined if necessary
Subscriber Notification Expenses:	determined if necessary
Credit verification fee:	\$75.00

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- Leased Access Space is subject to prior sale.

Certificate of Service

I, Gwen L. Webster, a legal secretary for the law firm of Ross & Hardies, hereby certify that a copy of the foregoing **"Joint Comments of InterMedia Partners and Armstrong Utilities, Inc."** was served via hand delivery, on this **15th** day of **May, 1996** to:

Chairman Reed E. Hundt
Federal Communications Commission
1919 M Street, N.W. Room 814
Washington, D.C. 20554

Commissioner James H. Quello
Federal Communications Commission
1919 M Street, N.W. Room 802
Washington, D.C. 20554

Commissioner Rachelle B. Chong
Federal Communications Commission
1919 M Street, N.W. Room 844
Washington, D.C. 20554

Commissioner Susan Ness
Federal Communications Commission
1919 M Street, N.W. Room 832
Washington, D.C. 20554

Meredith J. Jones, Chief
Cable Services Bureau
Federal Communications Commission
2033 M Street, N.W., Room 918
Washington, D.C. 20554

William H. Johnson, Deputy Chief
Cable Services Bureau
Federal Communications Commission
2033 M Street, N.W., Room 918
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Lynn Crakes
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2033 M Street, N.W. Room 918
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Gwen L. Webster